Enterprise Incident Report May 2012

As of 6/4/2012

Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Insurance	Application Services	Bill Felt	1 0	0 0	1 0
		Paul Lundell	5 0	0 0	5 0
		Terry Forsgren	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	8 0	0 0	8 0
	Application Support	Carl Meek	2 0	0 0	2 0
		Sam Howlett	2 0	0 0	2 0
		Scott VanderLinden	1 0	0 0	1 0
		Assigned to Individual Total	5 0	0 0	5 0
	Capitol Desktop Support	Paul Ross	105 60	5 1	110 61
		Scott Wunderlich	4 2	0 0	4 2

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Insurance

			Low	Medium	FCR Total
Insurance	Capitol Desktop Support	Tom Hanson	3 3	0 0	3 3
		Assigned to Individual Total	112 65	5 1	117 66
	Help Desk	Brenda Treadway	2 2	0 0	2 2
		Eileen Dubach	2 2	0 0	2 2
		James Stearns	2 2	0 0	2 2
		Julie VanBeekum	4 4	0 0	4 4
		Vicky Marrelli	3 2	0 0	3 2
		Assigned to Individual Total	13 12	0 0	13 12
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Dave Bodily	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0
	Security	Austin Farey	1 0	0 0	1 0
		Garry Gregson	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0

Insurance

			Low	Medium	FCR Total
Insurance	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 1	0 0	2 1
		Assigned to Individual Total	4 1	0 0	4 1
	Voice/Data/WAN Services	Mitch Hood	1 0	0 0	1 0
		Spencer Blodgett	1 0	0 0	1 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Assigned Group Total		151 78	5 1	156 79
Customer Company Total			151 78	5 1	156 79

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Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			Low	Medium	MIR Total
Insurance	Application Services	Bill Felt	1 0	0 0	1 0
		Paul Lundell	5 0	0 0	5 0
		Terry Forsgren	1 1	0 0	1 1
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	8 1	0 0	8 1
	Application Support	Carl Meek	2 2	0 0	2 2
		Sam Howlett	2 0	0 0	2 0
		Scott VanderLinden	1 0	0 0	1 0
		Assigned to Individual Total	5 2	0 0	5 2
	Capitol Desktop Support	Paul Ross	105 13	5 5	110 18
		Scott Wunderlich	4 1	0 0	4 1

Insurance

			Low	Medium	MIR Total
Insurance	Capitol Desktop Support	Tom Hanson	3 0	0 0	3 0
		Assigned to Individual Total	112 14	5 5	117 19
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	2 0	0 0	2 0
		Julie VanBeekum	4 0	0 0	4 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	13 0	0 0	13 0
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Dave Bodily	3 1	0 0	3 1
		Assigned to Individual Total	4 1	0 0	4 1
	Security	Austin Farey	1 1	0 0	1 1
		Garry Gregson	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2

Insurance

			Low	Medium	MIR Total
Insurance	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Voice/Data/WAN Services	Mitch Hood	1 0	0 0	1 0
		Spencer Blodgett	1 0	0 0	1 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Assigned Group Total		151 20	5 5	156 25
Customer Company Total			151 20	5 5	156 25

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Insurance	Application Services	Bill Felt	1 0.27	0 0.00	1 0.27
		Paul Lundell	5 0.41	0 0.00	5 0.41
		Terry Forsgren	1 2.12	0 0.00	1 2.12
		Tony Larsen	1 0.55	0 0.00	1 0.55
		Assigned to Individual Total	8 0.62	0 0.00	8 0.62
	Application Support	Carl Meek	2 9.14	0 0.00	2 9.14
		Sam Howlett	2 0.27	0 0.00	2 0.27
		Scott VanderLinden	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 3.77	0 0.00	5 3.77
	Capitol Desktop Support	Paul Ross	105 0.38	5 14.17	110 1.00
		Scott Wunderlich	4 0.63	0 0.00	4 0.63

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Insurance

Insurance			Low	Medium	ATTIR Total
Insurance	Capitol Desktop Support	Tom Hanson	3 0.54	0 0.00	3 0.54
		Assigned to Individual Total	112 0.39	5 14.17	117 0.98
	Help Desk	Brenda Treadway	2 0.00	0 0.00	2 0.00
		Eileen Dubach	2 0.01	0 0.00	2 0.01
		James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	4 0.00	0 0.00	4 0.00
		Vicky Marrelli	3 0.20	0 0.00	3 0.20
		Assigned to Individual Total	13 0.05	0 0.00	13 0.05
	Network Operations	Brian Chatwin	1 0.38	0 0.00	1 0.38
		Dave Bodily	3 0.75	0 0.00	3 0.75
		Assigned to Individual Total	4 0.66	0 0.00	4 0.66
	Security	Austin Farey	1 2.86	0 0.00	1 2.86
		Garry Gregson	1 12.51	0 0.00	1 12.51
		Assigned to Individual Total	2 7.68	0 0.00	2 7.68

Insurance

			Low	Medium	ATTIR Total
Insurance	Voice Operations	Gail Christiansen	1 0.25	0 0.00	1 0.25
		Kelly Johnson	1 0.07	0 0.00	1 0.07
		Romanza Hamblin Sorensen	2 0.11	0 0.00	2 0.11
		Assigned to Individual Total	4 0.14	0 0.00	4 0.14
	Voice/Data/WAN Services	Mitch Hood	1 0.32	0 0.00	1 0.32
		Spencer Blodgett	1 0.29	0 0.00	1 0.29
		T Artis	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	3 0.27	0 0.00	3 0.27
	Assigned Group Total		151 0.58	5 14.17	156 1.01
Customer Company Total			151 0.58	5 14.17	156 1.01

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Insurance	Application Services	Bill Felt	1 0	0 0	1 0
		Paul Lundell	5 0	0 0	5 0
		Terry Forsgren	1 0	0 0	1 0
		Tony Larsen	1 0	0 0	1 0
		Assigned to Individual Total	8 0	0 0	8 0
	Application Support	Carl Meek	2 1	0 0	2 1
		Sam Howlett	2 1	0 0	2 1
		Scott VanderLinden	1 0	0 0	1 0
		Assigned to Individual Total	5 2	0 0	5 2
	Capitol Desktop Support	Paul Ross	105 0	5 2	110 2
		Scott Wunderlich	4 0	0 0	4 0

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Insurance

			Low	Medium	MR Total
Insurance	Capitol Desktop Support	Tom Hanson	3 0	0 0	3 0
		Assigned to Individual Total	112 0	5 2	117 2
	Help Desk	Brenda Treadway	2 0	0 0	2 0
		Eileen Dubach	2 0	0 0	2 0
		James Stearns	2 0	0 0	2 0
		Julie VanBeekum	4 0	0 0	4 0
		Vicky Marrelli	3 0	0 0	3 0
		Assigned to Individual Total	13 0	0 0	13 0
	Network Operations	Brian Chatwin	1 0	0 0	1 0
		Dave Bodily	3 0	0 0	3 0
		Assigned to Individual Total	4 0	0 0	4 0
	Security	Austin Farey	1 1	0 0	1 1
		Garry Gregson	1 1	0 0	1 1
		Assigned to Individual Total	2 2	0 0	2 2

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Insurance

			Low	Medium	MR Total
Insurance	Voice Operations	Gail Christiansen	1 0	0 0	1 0
		Kelly Johnson	1 0	0 0	1 0
		Romanza Hamblin Sorensen	2 0	0 0	2 0
		Assigned to Individual Total	4 0	0 0	4 0
	Voice/Data/WAN Services	Mitch Hood	1 0	0 0	1 0
		Spencer Blodgett	1 0	0 0	1 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Assigned Group Total		151 4	5 2	156 6
Customer Company Total			151 4	5 2	156 6

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Insurance	Application Services	Bill Felt	1 2.03	0 0.00	1 2.03
		Paul Lundell	5 0.69	0 0.00	5 0.69
		Terry Forsgren	1 2.28	0 0.00	1 2.28
		Tony Larsen	1 5.15	0 0.00	1 5.15
		Assigned to Individual Total	8 1.61	0 0.00	8 1.61
	Application Support	Carl Meek	2 9.14	0 0.00	2 9.14
		Sam Howlett	2 54.39	0 0.00	2 54.39
		Scott VanderLinden	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	5 25.41	0 0.00	5 25.41
	Capitol Desktop Support	Paul Ross	105 0.69	5 14.40	110 1.33
		Scott Wunderlich	4 0.82	0 0.00	4 0.82

Insurance

			Low	Medium	ATTR Total
Insurance	Capitol Desktop Support	Tom Hanson	3 1.54	0 0.00	3 1.54
		Assigned to Individual Total	112 0.72	5 14.40	117 1.32
	Help Desk	Brenda Treadway	2 0.00	0 0.00	2 0.00
		Eileen Dubach	2 2.19	0 0.00	2 2.19
		James Stearns	2 0.00	0 0.00	2 0.00
		Julie VanBeekum	4 0.00	0 0.00	4 0.00
		Vicky Marrelli	3 0.21	0 0.00	3 0.21
		Assigned to Individual Total	13 0.38	0 0.00	13 0.38
	Network Operations	Brian Chatwin	1 0.64	0 0.00	1 0.64
		Dave Bodily	3 0.96	0 0.00	3 0.96
		Assigned to Individual Total	4 0.88	0 0.00	4 0.88
	Security	Austin Farey	1 9.50	0 0.00	1 9.50
		Garry Gregson	1 13.10	0 0.00	1 13.10
		Assigned to Individual Total	2 11.30	0 0.00	2 11.30

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Insurance

			Low	Medium	ATTR Total
Insurance	Voice Operations	Gail Christiansen	1 0.83	0 0.00	1 0.83
		Kelly Johnson	1 0.07	0 0.00	1 0.07
		Romanza Hamblin Sorensen	2 0.81	0 0.00	2 0.81
		Assigned to Individual Total	4 0.63	0 0.00	4 0.63
	Voice/Data/WAN Services	Mitch Hood	1 3.10	0 0.00	1 3.10
		Spencer Blodgett	1 0.98	0 0.00	1 0.98
		T Artis	1 0.91	0 0.00	1 0.91
		Assigned to Individual Total	3 1.66	0 0.00	3 1.66
	Assigned Group Total		151 1.73	5 14.40	156 2.14
Customer Company Total			151 1.73	5 14.40	156 2.14

Insurance

Detail

INC000000495485	Sandy Glaze	Application	Reporting	None		TIR Missed: No	0.30
Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: Yes	108.42

INC000000498007	Steven B Price	Application	Error	None		TIR Missed: No	0.25
Application Support	Sam Howlett	Insurance	Low	Closed	TTR Missed: No	0.35

INC000000506424	Jake W Garn	PC/Laptop	None	None		TIR Missed: No	0.62
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.73

INC000000507219	Jake W Garn	Telecom	Coverage Path	Telephone		TIR Missed: No	0.07
Voice Operations	Kelly Johnson	Insurance	Low	Closed	TTR Missed: No	0.07

INC000000507404	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

INC000000507846	Tanji Northrup	None	None	None		TIR Missed: Yes	1.57
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	4.09

INC000000508083	Cathy Burton	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.49
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.92

INC000000508097	Tamara Greening	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

INC000000508103	Sandra Halladay	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

INC000000508105	Laura Shepherd	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

INC000000508252	Betsy Jerome	Application	None	Adobe Acrobat		TIR Missed: Yes	1.19
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.19

INC000000508465	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

INC000000508468	Victoria Wang	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00

INC000000508507	Sandra Halladay	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.24

INC000000508580	Laura Shepherd	Application	None	None		TIR Missed: Yes	2.12
Application Services	Terry Forsgren	Insurance	Low	Closed	TTR Missed: No	2.28

INC000000508655	Sandy Glaze	Application	None	Novell GroupWise		TIR Missed: No	0.20
Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.68

Insurance

INC000000508854	Cathy Burton	Application	None	Novell GroupWise	TIR Missed: No	0.16
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	2.17
INC000000508873	Jaimee George	Application	None	Internet Explorer	TIR Missed: No	0.61
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	1.99
INC000000509062	Sandy Glaze	None	None	None	TIR Missed: No	0.00
Network Operations	Dave Bodily	Insurance		Low	Closed	TTR Missed: No	0.00
INC000000509108	Jilene Whitby	Application	Error	Novell GroupWise	TIR Missed: No	0.70
Application Services	Paul Lundell	Insurance		Low	Closed	TTR Missed: No	1.21
INC000000509612	Silmara Charlesworth	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	0.00
INC000000509675	Hermoliva Abejar	Network	Incident	None	TIR Missed: No	0.24
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	1.16
INC000000509792	Clarissa Crisp	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	0.00
INC000000509795	Hermoliva Abejar	None	None	None	TIR Missed: Yes	2.05
Network Operations	Dave Bodily	Insurance		Low	Closed	TTR Missed: No	2.32
INC000000509879	Travis Wegkamp	None	None	None	TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	0.00
INC000000510161	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.60
Capitol Desktop Support	Scott Wunderlich	Insurance		Low	Closed	TTR Missed: No	0.88
INC000000510321	Allen Hart	Application	None	PGP	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Insurance		Low	Closed	TTR Missed: No	0.00
INC000000510387	Betsy Jerome	None	None	None	TIR Missed: Yes	1.30
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	1.68
INC000000510427	Hermoliva Abejar	None	None	None	TIR Missed: No	0.22
Capitol Desktop Support	Scott Wunderlich	Insurance		Low	Closed	TTR Missed: No	0.43
INC000000510691	Allen Hart	Telecom	Voice Mail	Telephone	TIR Missed: No	0.11
Voice Operations	Romanza Hamblin Sorensen	Insurance		Low	Closed	TTR Missed: No	0.93
INC000000510694	Jilene Whitby	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.36
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	1.36
INC000000510726	Angela M Martinez	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	James Stearns	Insurance		Low	Closed	TTR Missed: No	0.00
INC000000510928	Laura Shepherd	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.44
Capitol Desktop Support	Paul Ross	Insurance		Low	Closed	TTR Missed: No	0.78

Insurance

INC	Name	Category	Type	Item		TIR Missed	Status	Time
INC000000510942	Grace Reinhart	Print/Copy/Scan/Fax	None	Citrix ICA Client		TIR Missed: No		0.28
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		1.57
INC000000510969	Shane Sadler	None	None	None		TIR Missed: No		0.35
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		1.31
INC000000511025	Jeff Hawley	Application	Error	Novell GroupWise		TIR Missed: No		0.53
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No		0.82
INC000000511090	Teresa Trusty	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000511519	Shane Tiernan	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000511521	Teresa Trusty	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000511679	Sandy Glaze	Application	None	I-Site NAIC Apps		TIR Missed: Yes		1.11
	Application Support	Carl Meek	Insurance	Low	Closed	TTR Missed: No		1.11
INC000000511817	Teresa Trusty	Print/Copy/Scan/Fax	None	None		TIR Missed: No		0.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.41
INC000000511837	Angela M Martinez	Application	Password	PGP		TIR Missed: No		0.22
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		2.41
INC000000511892	Angela M Martinez	Application	Password	PGP		TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000511969	Laura Shepherd	Network	Error	None		TIR Missed: Yes		1.11
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		2.60
INC000000511987	Lorry Herrera	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No		0.90
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.90
INC000000512220	Tanji Northrup	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000512673	Marilyn Thorstensen	Network	Error	None		TIR Missed: No		0.55
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.86
INC000000512757	Dava Berlinger-Butler	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000512767	David A Stauffer	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000513021	Silmara Charlesworth	Application	None	None		TIR Missed: No		0.27
	Application Services	Bill Felt	Insurance	Low	Resolved	TTR Missed: No		2.03

Insurance

Incident	Name	Category	Type	Item	TIR Missed			Value
INC000000513039	Paul Anderton	Network	Performance	None		TIR Missed: No		0.49
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		2.07
INC000000513483	Heidi Petermann	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes		1.64
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		1.90
INC000000513616	Laura Shepherd	Network	Error	None		TIR Missed: No		0.32
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.79
INC000000514280	Heidi Petermann	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000514337	Meldee Love	Application	Error	Novell GroupWise		TIR Missed: No		0.06
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No		0.06
INC000000514367	Heidi Petermann	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000514441	Colette Sawyer	None	None	None		TIR Missed: No		0.30
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No		1.23
INC000000514537	Colette Sawyer	Application	None	Novell GroupWise		TIR Missed: No		0.79
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No		1.74
INC000000514564	Luanne Winters	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No		0.54
	Capitol Desktop Support	Tom Hanson	Insurance	Low	Closed	TTR Missed: No		1.65
INC000000514566	Hermoliva Abejar	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes		1.15
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No		1.20
INC000000515006	Mark Kleinfield	Application	Password	Novell GroupWise		TIR Missed: No		0.55
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No		5.15
INC000000515083	Ramona Goodwin	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.62
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		1.67
INC000000515211	Luanne Winters	Telecom	Dial Tone	Telephone		TIR Missed: No		0.11
	Voice Operations	Romanza Hamblin Sorensen	Insurance	Low	Closed	TTR Missed: No		0.70
INC000000515327	Jenifer Christian	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00
INC000000515330	Jilene Whitby	PC/Laptop	Hardware	None		TIR Missed: Yes		1.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		1.34
INC000000515410	Colette Sawyer	Telecom	Call/Receive	Telephone		TIR Missed: No		0.18
	Voice/Data/WAN Services	T Artis	Insurance	Low	Closed	TTR Missed: No		0.91
INC000000515547	Ramona Goodwin	None	None	None		TIR Missed: No		0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No		0.00

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INC000000515554	Laura Shepherd	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000515693	Ross Elliott	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000515697	Luanne Winters	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000515717	Steven Jentzsch	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000515719	Shane Tiernan	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000515802	David Flores	None	None	None		TIR Missed:	No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	1.20
INC000000515930	Michelle M White	Application	Password	PGP		TIR Missed:	No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000516324	Laura Shepherd	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000516330	Victoria Wang	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000516387	Laura Shepherd	PC/Laptop	Virus	None		TIR Missed:	Yes	2.86
	Security	Austin Farey	Insurance	Low	Closed	TTR Missed:	Yes	9.50
INC000000516422	Jeff Hawley	Application	Error	None		TIR Missed:	Yes	3.74
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	3.74
INC000000516462	Gail Fielding	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000516747	Sandy Glaze	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000517116	Sandra Halladay	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000517138	Suzette D Green-Wright	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000517160	Suzette D Green-Wright	Application	None	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed:	No	0.00
INC000000517310	Adam Martin	Application	Reporting	None		TIR Missed:	Yes	17.17
	Application Support	Carl Meek	Insurance	Low	Closed	TTR Missed:	Yes	17.17

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Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000517375	David A Stauffer	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000517522	Laura Shepherd	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.34
INC000000517531	Sandra Halladay	Application	Error	Cisco AnyConnect VPN Client	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.21
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None	TIR Missed:	Yes	31.18
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	2.43
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None	TIR Missed:	Yes	31.18
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: Yes	31.74
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None	TIR Missed:	Yes	2.41
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	2.43
INC000000517796	Teresa Trusty	Print/Copy/Scan/Fax	None	None	TIR Missed:	Yes	2.41
	Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: Yes	31.74
INC000000517895	Malis Rasmussen	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000518004	David Flores	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000518017	David A Stauffer	None	None	None	TIR Missed:	No	0.38
	Network Operations	Brian Chatwin	Insurance	Low	Closed	TTR Missed: No	0.64
INC000000518087	Brad Tibbitts	None	None	None	TIR Missed:	No	0.93
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.94
INC000000518133	Sandra Halladay	Application	Error	None	TIR Missed:	No	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.41
INC000000518164	Sandra Halladay	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000518368	Dava Berlinger-Butler	Application	None	Action Request System	TIR Missed:	No	0.02
	Help Desk	Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	4.38
INC000000518511	Laura Shepherd	PC/Laptop	Error	None	TIR Missed:	Yes	1.05
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	1.12
INC000000518837	Paul Anderton	Application	Error	Internet Explorer	TIR Missed:	No	0.66
	Capitol Desktop Support	Scott Wunderlich	Insurance	Low	Closed	TTR Missed: No	0.87
INC000000519039	Eric Showgren	None	None	None	TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.48

Insurance

INC000000519167	Eric Showgren	None	None	None		TIR Missed: No	0.19
	Network Operations	Dave Bodily	Insurance	Low	Resolved	TTR Missed: No	0.56
INC000000519297	Laura Shepherd	PC/Laptop	Performance	None		TIR Missed: No	0.58
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.28
INC000000519361	Paul Anderton	Application	Reporting	None		TIR Missed: No	0.76
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.05
INC000000519876	Weimei Ye	PC/Laptop	None	None		TIR Missed: No	0.61
	Help Desk	Vicky Marrelli	Insurance	Low	Resolved	TTR Missed: No	0.62
INC000000519878	Eric Showgren	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000519881	Doyle Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520000	Aaron Phillips	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520004	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520007	David Flores	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520009	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520011	Malis Rasmussen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520219	Sandra Halladay	None	None	None		TIR Missed: Yes	12.51
	Security	Garry Gregson	Insurance	Low	Resolved	TTR Missed: Yes	13.10
INC000000520247	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520272	Jenifer Christian	Telecom	Feature	None		TIR Missed: No	0.29
	Voice/Data/WAN Services	Spencer Blodgett	Insurance	Low	Resolved	TTR Missed: No	0.98
INC000000520460	Laura Shepherd	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520473	Victoria Wang	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520587	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	

Insurance

| INC000000520831 | Cathy Burton | Application | Reporting | Internet Explorer | | TIR Missed: No | 0.42 |
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	1.54
INC000000520847	William Stimpson	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000520852	Sandra Halladay	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000521038	David Flores	Telecom	Call/Receive	Telephone		TIR Missed: No	0.32
Voice/Data/WAN Services	Mitch Hood	Insurance	Low	Resolved	TTR Missed: No	3.10
INC000000521272	David Flores	None	None	None		TIR Missed: Yes	4.60
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	4.60
INC000000521740	Laura Shepherd	Application	Error	None		TIR Missed: Yes	3.68
Capitol Desktop Support	Paul Ross	Insurance	Medium	Resolved	TTR Missed: No	3.68
INC000000521758	Laura Shepherd	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000522117	Randy Overstreet	Application	Reporting	PDF Complete		TIR Missed: No	0.00
Help Desk	James Stearns	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000522167	David Flores	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.74
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.74
INC000000522191	Colette Sawyer	Application	Error	None		TIR Missed: Yes	3.04
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	3.74
INC000000522299	Tomasz Serbinowski	None	None	None		TIR Missed: Yes	2.33
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	2.49
INC000000522416	Jenifer Christian	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000522419	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000522421	Hermoliva Abejar	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000522478	David Flores	Application	Reporting	Adobe Acrobat		TIR Missed: No	0.56
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.62
INC000000522483	David Flores	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.52
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.61
INC000000522568	Paul Anderton	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	

Insurance

INC000000522852	Jenifer Christian	Telecom	Feature	Telephone		TIR Missed: No	0.25
Voice Operations		Gail Christiansen	Insurance	Low	Resolved	TTR Missed: No	0.83
INC000000522979	Marilyn Thorstensen	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000523341	Mark Kleinfield	Application	Password	Novell GroupWise		TIR Missed: No	0.68
Application Services		Paul Lundell	Insurance	Low	Resolved	TTR Missed: No	0.90
INC000000523464	Aaron Phillips	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000523550	Gail Fielding	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000523582	Luanne Winters	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000523603	Troy Stover	Application	None	Novell GroupWise		TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000523716	Betsy Jerome	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.42
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.71
INC000000523753	Dava Berlinger-Butler	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000523783	Ramona Goodwin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk		Brenda Treadway	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000524266	Troy Stover	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.43
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.83
INC000000524649	Sandy Glaze	None	None	None		TIR Missed: Yes	1.92
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	3.13
INC000000524764	Brad Tibbitts	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000524988	Eric Showgren	None	None	None		TIR Missed: No	0.00
Application Support		Scott VanderLinden	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000525185	Colette Sawyer	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000525188	Aaron Phillips	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.46
INC000000525315	Michael Covington	None	None	None		TIR Missed: No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

Insurance

INC000000525484	Linda Hardy	Application	Error	None			TIR Missed: No	0.30
Capitol Desktop Support	Paul Ross		Insurance	Low	Resolved		TTR Missed: No	0.31
INC000000525579	Paul Throckmorton	None	None	None			TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Resolved		TTR Missed: No	0.51
INC000000525584	Ross Elliott	None	None	None			TIR Missed: No	0.00
Capitol Desktop Support	Paul Ross		Insurance	Low	Resolved		TTR Missed: No	2.48
INC000000525753	Sandy Glaze	None	None	None			TIR Missed: No	0.08
Application Services	Paul Lundell		Insurance	Low	Resolved		TTR Missed: No	0.44